

**RECREATION
ASSISTANT
NF-0189-02**

**OUTDOOR
RECREATION CENTER
MORALE, WELFARE
& RECREATION**

RECREATION ASSISTANT
GS-0189-04 OR NF-0189-02

Introduction

This position is located in the Outdoor Adventure Center, MWR Division of the QOL Department, NAS Lemoore, California. The purpose of this position is to provide leisure support services and activities in outdoor recreation to all active duty personnel, their dependents and DOD civilians. This includes reservists, retired personnel and bonafide guests. The incumbent provides direct support and assistance to management in the planning, developing, organizing and implementation/evaluation of a wide range of outdoor activities as well as in management of the equipment rental program.

MAJOR DUTIES AND RESPONSIBILITIES

Issues, receives and inspects a wide variety of outdoor recreation equipment for rental issue to customers. Makes repairs as needed or orders major repairs via management. Maintains the highest standards of customer service, following established guidelines and policies as empowered by the supervisor. Maintains inventory controls over equipment issued and utilized in recreation programs. Conducts physical equipment inventories and notifies manager of shortfalls or inadequacies in stock. Inventories include rental equipment, program equipment, retail sales items and facility fixed assets/minor property.

Promotes client interest and participation in a growing market for medium to high risk outdoor recreation programs. Sells craft products, minor equipment and trip packages to include spelunking, backpacking, rock climbing, etc..

Operates a cash register and maintains a change fund. Balances all sales transactions and maintains proper documentation of sales transactions through completed sales receipts, cash register tapes and daily activity records. Ensure overring/undering vouchers are completed as needed. Ensures change fund is counted and accounted for daily.

Ensures data for records of storage spaces rented, equipment rented, and trips or services sold, etc., is kept up to date and accurate. Researches and identifies delinquent client accounts. Types letters of delinquency and sends statements to clients as needed. Posts information to account files. Follows up on status and sends correspondence to proper officials via the chain of command for collection or pay deduction purposes on all accounts past due by 90 days or more.

Assists in the establishment of and ensures that the planning of all outward bound programs maintain the readiness of a progressive program, with the clients' needs and their safety being of the highest degree of importance. Ensures risk management policies exceed standards. Aids in the typing of all trip sign up sheets, and client information sheets. May make contacts to outside agencies for verification of prices, dates and pertinent information to assist in the development of service contracts if required. Performs technical training to volunteers in activity specific skills such as whitewater rafting, kayaking, rock climbing, commercial driving with California Class B drivers licensing, CPR, first aid, and customer service orientation. Conducts post evaluations of programs and training conducted verbally or in writing, assisting the supervisor in maintaining compliance with current risk management policy.

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KNOWLEDGE REQUIRED BY THE POSITION

General knowledge of the operation, repair and storage of a variety of outdoor recreation equipment related to camping, boating, and alpine/nordic skiing.

Skill in operation of a cash register and making change. Experience in customer service training. Introductory skill in operation of a computer with experience in Microsoft Word, WordPerfect and Microsoft Access software programs.

Knowledge of inventory controls with organizational skills and general concept of stock control methods. The ability to document and transcribe accurately.

Knowledge in the implementation of a wide variety of outdoor programs. The ability to communicate effectively verbally and in writing, the organizational and instructional training practices required to bring others to an adequate level of knowledge and skill.

Knowledge of Forest Service rules and regulations pertaining to groups with high impact effects and conservation requirements for high impact areas.

SUPERVISORY CONTROLS

Incumbent carries out the majority of work assignments relatively independent of supervision with instructions being given by the supervisor in general terms with the supervisor performing spot checks of work completed. Incumbent is empowered to make

front line decisions within the scope of accepted customer service concepts, resolving conflicts as they may occur.

GUIDELINES

Utilizes various standard operating procedures, risk management manuals and industry guides from commercial organizations. Ensures that minimal standards are set. Guides can be deviated from to fit existing circumstances pertaining to the market being served.

COMPLEXITY

Duties encompass a vast and varied concept for implementation, with the depth and difficulty of duties varying between the specific programs. Incumbent works with the supervisor to determine program content, tasking requirements and steps and processes needed to perform to desired standards.

SCOPE AND EFFECT

Work involves the application of program policies and procedures to arising problems. Questions and situations are varied, which is typical of a large outdoor recreation program. Tasks performed relate directly to other employees and typically serve the client in their morale, social development, physical fitness and growth in leisure skills , offering an alternative to boredom and possible substance abuse.

PURPOSE OF CONTACTS

Purpose of contacts is to provide the highest quality programming within reach. Exchanging of information, problem resolution and service to direct clients.

PHYSICAL DEMANDS

Performs majority of tasks on concrete type surface and on other land and water surfaces. Frequently stands, stoops, bends, turns and performs tasks in sometimes straining positions. Can handle heavy recreation equipment that can weight up to 150 lbs. or more.

WORK ENVIRONMENT

Frequently works in a variety of adverse conditions to include extreme heat and cool temperatures, with rain, snow, sleet, wind and sunshine or any combination thereof, adding a variety of environments. Incumbent is exposed to risks of cuts, scrapes, bruises, sprains, breaks, strains, hypothermia, heat exhaustion/stroke, poison ivy/oak which are relevant to this position. Work is performed in both indoor and outdoor settings.